

Task 3.0 PUBLISHING**3.1 Scientific and Technical Publishing**

- a. General requirements - The Contractor shall comply with Glenn' security regulations, copyright laws, and procurement laws and regulations as revised. The Contractor shall comply with Government Printing Office (GPO) Style Manual; Joint Committee on Printing's (JCP) Government Printing and Binding Regulations, as revised; NPD 2200, Management of NASA Scientific and Technical Information (STI); NASA Scientific and Technical Information (STI) Handbook: Documentation, Approval, and Dissemination, NHB 2200.2, as revised; Guidelines for Documentation, Approval, and Dissemination of NASA Scientific and Technical Information, NPG 2200.2A, as revised; NASA Publications Guide for Authors, NASA/SP—1999-7602, Technical Report Writing, Research Publications Processing Guide, TM105419, as revised; Grammar, Punctuation, and Capitalization: A Handbook for Technical Writers and Editors, NASA SP-7084, as revised; The Levels of Edit, JPL Publication 80-1, as revised; FAR Part 35.010, as revised; FAR Supplement 18-27.406, as revised; NASA Graphic Standards - NASA Insignia, <http://www.hq.nasa.gov/office/pao/insignia/usage.html>, as revised; Federal accessibility standards for Web-based Intranet and Internet information and applications; and U.S. Department of Commerce Patent Office Regulations and any new regulations and requirements.
- b. Description of work - The Contractor shall provide scientific and technical publishing services. This shall include scientific editing, figure preparation and manipulation, and institutional graphic services and information management services for personnel authoring scientific and technical reports, journal articles and meeting presentations. In addition, the Contractor shall provide various institutional services for nonresearch related publishing. The Contractor shall ensure that all work produced complies with applicable standards, policies and procedures. Some employees who perform these tasks may be required to obtain a security clearance classification of *SECRET*, as defined in Section H. Employees may be required to sign and to abide by nondisclosure agreements related to general or program-specific commercially sensitive materials. The contractor shall staff all functional areas with personnel appropriate in number and skill level to perform the tasks as defined.
- c. Quality standards - The specific quality standards are identified in the individual task breakdowns. In all tasks, customer service, including responsiveness to customer inquiries, professionalism, and courtesy, shall be evident.
- d. Schedule - All tasks shall be performed in accordance with the schedules identified in the individual task breakdowns.
- e. Documentation - Data and statistics shall be developed and maintained in all areas as specified herein. Monthly activity reports shall be submitted within three working days after the end of the month to the TR. Annual reports shall also be provided to the TR as specified within ten working days of the end of the year.

3.1.1 Coordination

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.
- b. Description of work - The Contractor shall provide comprehensive administrative support and customer interface for publishing and graphics services.

The Contractor shall process incoming drafts and electronic files from authors for editing, , graphics, and layout. The Contractor shall inspect finished work for completeness and shall ensure that approvals have been obtained before sending materials for printing or for electronic distribution. The Contractor shall ensure that approved distribution is accomplished in accordance with document restriction regulations. The Contractor shall assist authors in making their publications available for print and electronic dissemination and shall process completed manuscripts for reproduction and dissemination. The Contractor shall maintain databases of bibliographic data, publication records, and production statistics and participate in the design and testing of any new database and/or project tracking system.

- c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Data records shall be created 98% error free. Reports sent to print or for electronic distribution shall contain no document integrity errors and no errors in publishing information, such as the cover, title, and report documentation pages. Statistical reports shall be error free.
- d. Schedule - Incoming files and drafts shall be processed and ready for use by editors or for routing to production areas within four working days of receipt. All deadlines shall be met. Some work will require processing within four hours. At times, specialized data requests may be required within eight working hours. Telephone and e-mail inquiries shall be responded to within 30 minutes. Database information shall be entered within eight working hours of receipt. The Glenn Scientific and Technical Information (STI) monthly report of publishing statistics shall be ready for distribution within ten working days of the end of the month. The annual Glenn STI report shall be completed within 45 days of the end of the calendar year.
- e. Documentation - The Contractor shall produce reports from database records and other statistics and provide information to the TR in the form of monthly and annual reports and as requested. These reports include the Glenn STI monthly report of LTID publishing statistics, the annual Glenn Technical Report Activity and specifically requested reports from database records. In addition, a copy of each job completed each month shall be made available to the TR at the end of each month along with supporting documentation for each completed report.

3.1.2 Editing

- a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.

b. Description of work - The Contractor shall provide scientific and technical editing support to the Glenn STI Program. Scientific editing requires technical ability, discernment, and specialized training beyond that required for copy editing. The Contractor shall use software including but not limited to Microsoft Office Suite (Word, PowerPoint, and Excel) and PageMaker. Contractor personnel shall use both manual and electronic tools.

The Contractor shall review, edit, rewrite, and prepare for publication manuscripts dealing with advanced technical subject matter in the areas of aeronautical or physical science, mathematical theory, engineering disciplines and computer science. The Contractor shall edit references for publication style and coordinate all aspects of on-line and hard copy manuscript production. In addition, the Contractor shall resolve all questions arising from author review and from the production staff, and ensure that printing, distribution requirements, and deadlines are met.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The final copy shall contain no editor-caused errors.

d. Schedule - The Contractor shall complete work in accordance with customer-driven deadlines.

e. Documentation - The Contractor shall provide a monthly statistical report of production, volume and time. In addition, the Contractor shall provide an annual summary report. Both shall be provided to the TR within 10 days of the end of the period.

3.1.4 Layout/Electronic Publishing

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.

b. Description of work - The Contractor shall provide electronic publishing support for various research documents such as NASA scientific and technical reports, journal articles, and meeting papers.

The Contractor shall prepare complex equations containing Greek and mathematical symbols and complex tables for insertion into scientific manuscripts. The Contractor shall perform pre- and post-editing cleanup of technical documents including keying or revising equations and tables. The Contractor shall prepare page layouts integrating text, figures, tables, and other document elements according to NASA Glenn style or instructions from numerous journal and society publishers. In addition, the Contractor shall create, modify, transfer, convert, and save computer files in proper formats to allow integration into electronic documents and for printing, electronic distribution, retrieval, and use. The Contractor shall maintain proficiency in electronic publishing and typesetting standards and principles. Government-provided electronic publishing software includes Microsoft Office Suite (Word, PowerPoint, and Excel), PageMaker, and a number of commercially available utility programs and plug-ins on both Macintosh and Windows platforms. The Contractor shall use coding for Hypertext Markup Language (HTML) and Extensible Markup Language (XML). The Contractor shall maintain proficiency in electronic publishing standards.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Final output shall be 98% error free.

d. Schedule - The Contractor shall complete work in accordance with customer-driven deadlines.

e. Documentation - The Contractor shall provide to the TR a monthly statistical report of production, volume and time within three days of the end of the period. In addition, the Contractor shall provide to the TR an annual summary report within ten days of the end of the period.

3.1.5 Publication Graphics

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.

b. Description of work - The Contractor shall produce figures from photographs, illustrations, and drawings to appear in formal NASA reports, journal articles, and meeting presentations.

The Contractor shall create professional quality scientific plots and charts containing Greek and mathematical notations, as well as mechanical art for color and black and white photographs and illustrations. The Contractor shall create, modify, transfer, convert, and save computer files in proper formats to allow integration into electronic documents. In addition, the Contractor shall stay current with computer graphics software and hardware being used by authors to originate figures. The Contractor shall develop a continual capability on the software in widest use such as Adobe Illustrator, Adobe PhotoShop, Aldus PageMaker and other commercially available programs. In addition, the Contractor shall convert author-supplied electronic graphics files into formats to be modified and/or integrated into electronic documents.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall have no more than a five-percent error rate at the proof stage. The Contractor's completed work shall be free of artist-caused errors.

d. Schedule - The Contractor shall complete work in accordance with customer-driven deadlines.

e. Documentation - The Contractor shall provide to the TR a monthly statistical report of production, volume, and time within three days of the end of the month. In addition, the Contractor shall provide to the TR an annual summary report within 10 days of the end of the year.

3.1.6 Graphics Services

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.

b. Description of work - The Contractor shall provide general and specialized graphics for the

production of traditional and electronic mechanicals for printing, projected visuals, design of exhibits and display elements, multimedia interactive presentations, and 3-D modeling. Graphic Services requires technical ability, discernment, and specialized training beyond that required for general graphic production work. Graphic Services requires use of all types of output devices.

The Contractor shall provide concept, create, and produce quality general and technical art and design products for inclusion in documents, presentations, exhibits, professional quality general and technical brochures, and other design products for both print and electronic distribution. The Contractor shall produce patent drawings in conformance with U.S. Department of Commerce Patent Office Regulations. The Contractor shall create, modify, transfer, convert, and save computer files in formats to allow integration into electronic documents or transfer to a printing facility. In addition, the Contractor shall provide various institutional graphics services, including signs, plaques, and retirement books.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. Finished art shall be free of errors made by the artist.

d. Schedule - The Contractor shall complete work in accordance with customer-driven deadlines. Deadlines may be as short as two to four working hours.

e. Documentation - The Contractor shall maintain production statistics. Statistical reports of production, volume, and time shall be reported to the TR monthly. The Contractor shall provide an annual summary to the TR within 10 days of the end of the fiscal year. In addition, a representative sample of 20 jobs completed each month shall be given to the TR.

3.1.7 Web Services

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable.

b. Description of work - The Contractor shall provide Web consulting, design, and programming services with the intent to create, evaluate, or enhance Internet presence. The Contractor shall utilize other contract production areas, subcontracting, and outsourcing to perform tasks.

The Contractor shall provide Web consulting services to include strategic and technical consultation, needs assessment, requirements specification, and project planning. The Contractor shall provide project management services to include project direction, and cost and timeline management. The Contractor shall provide design services to include creative direction; usability, graphic, and interface design; integrated logo, identity, and web element design; page layout; multimedia/interactive design and development; streaming video/audio; creation of other dynamic content for page enhancements such as bookmark buttons, pull-down menus, digital audio, and animation. The Contractor shall provide content services to include copy writing, copy editing, and proofreading. The Contractor shall arrange for services to include programming, site engineering, Web-application and database design, intra-site search engine and metadata development, and usability testing. The Contractor shall ensure that all Web

products are 508 accessibility compliant in accordance with Federal accessibility standards for Web-based Intranet and Internet information and applications.

The Contractor shall create, modify, transfer, convert, optimize, and save computer files in formats to allow for Internet posting. The Contractor shall use and develop a continual capability on the software in widest use such as the Adobe Web suite (Illustrator, PhotoShop, Acrobat, GoLive), Macromedia Director suite (Flash, Fireworks, Dreamweaver, Freehand) and other commercially available programs.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task.

d. Schedule - The Contractor shall complete work in accordance with customer-driven deadlines.

e. Documentation - The Contractor shall maintain production statistics. Statistical reports of production, volume, and time shall be reported to the TR monthly. The Contractor shall provide an annual summary to the TR within 10 days of the end of the fiscal year. In addition, a representative sample of 20 jobs completed each month shall be given to the TR.

3.2 Duplicating Facility Support, Copiers, GPO Printing

3.2.1 Facility Support

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.1.a., as applicable. In addition, the Contractor shall comply with the Joint Committee on Printings' (JCP) Government Printing and Binding Regulations, United States Code, Title 44, Public Printing and Documents, as revised; NASA Procedures and Guidelines for Printing, Duplicating, and Copying Management, NPG1490.5A; Public Law, Section 207 (a) of the Legislative Appropriations Act of 1993, as revised; U.S. Postal Service policies and procedures, as revised; Sections 106-118 of the Copyright Act, United States Code, Title 17 and 28; Quality Assurance Through Attributes Program Printing and Binding, GPO Publication 310.1, as revised; and applicable copyright laws.

b. Description of work - The Contractor shall duplicate, assemble, bind, address and prepare for distribution classified and nonclassified technical reports, administrative documents and public communication notices. Incoming jobs may be hardcopy, electronic network files on removable electronic media such as floppy or optical disks. IAGP shall be operated in accordance with manufacturers' specifications.

Duplicating work is performed within a secure area. Contractor employees shall maintain a *SECRET* security clearance as defined in Section H.

The Contractor shall staff the customer service area, answer telephones, receive incoming jobs, maintain the database and be responsible for accurately logging in and scheduling tasks for completion by customers' requested due dates. The Contractor shall notify appropriate equipment vendors for routine and emergency maintenance service. Electronic files shall be

organized to enable quick print-on-demand service for frequently ordered documents. The Contractor shall provide customer interface and education to foster successful electronic transfer of documents. The Contractor shall download mail distribution lists periodically and address tasks as required. The Contractor shall provide clerical support to the Installation Printing Management Officer (IPMO) and assist the Installation Copy Management Officer (ICMO) by conducting meter readings and maintaining key operator listings for all copy machines.

The Contractor shall meet deadlines, reduce backlogs and complete all tasks. The Contractor shall be furnished with all paper required for duplicating services as available from the Government stock. The Contractor through the Government procurement system shall order paper sizes and colors that are not available within the Government stock. Costs for special paper are not the responsibility of the Contractor.

The Contractor shall prepare purchase orders and maintain all Government-provided supplies, such as paper, toner and developer, to meet customer requirements. The Contractor shall adjust, resupply and perform limited maintenance on machines to ensure consistent high quality.

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall provide accurate database management. Quality of the finished products shall conform to Level III of the GPO quality standards. Illustrations must transmit precise information. Finished products shall be monitored to ensure consistently high quality, accuracy and completeness.

d. Schedule - The Duplicating Facility shall be open Monday through Friday 8:00 a.m. - 4:30 p.m. for walk-in customers. Extended hours may be required to promote operating efficiencies and ensure meeting deadlines during peak periods. Tasks shall be completed by the customers' requested due dates.

e. Documentation - The Contractor shall maintain records in conformance with JCP, NASA Headquarters and Glenn reporting requirements as shown in the historical information. The Contractor shall submit to the TR, data requirements for the JCP and NASA Headquarters reports. This data shall be provided by September 30 each year.

3.2.2 Administrative Equipment Service

a. General requirements - The Contractor shall comply with the general requirements specified in Task 3.2.1.a., as applicable.

b. Description of work - The Contractor shall provide for the repair and maintenance of Government-owned and leased office equipment. The Contractor shall be responsible for issuing and renewing all maintenance service contracts and tracking all invoices paid against the purchase orders.

Types of Equipment

Binding Machines

Blueprint Copiers

Bookletmasters

Bunn Strapping Machines	Calculators	Card Conveyors
Copiers	Engineering Copiers	Graphic Cameras
Imagers	Labeling Machines	Laminators
Lektrievers	Lettering Machines	Mail Inserters
Mail Meter Machines	Mechanical Moveable Shelves	Microfiche Reader/Printers
Overhead Projectors	Paper Cutters	Paper Shredders
Postage Scales	Postal Scales	Signature Machines
Time Stamp Machines	Typewriters	

c. Quality standards - The Contractor shall comply with the general requirements specified in paragraph a. of this task. The Contractor shall ensure that the repairs and maintenance performed on the equipment are complete, error free and that the quality of service and/or material used meets or exceeds Manufacturers' original specifications. The Contractor shall ensure that service contracts, if used, are renewed on time without breaks in service.

If service contracts are used, the Contractor shall ensure that preventative maintenance is being performed when appropriate in accordance with the service contract and shall schedule maintenance to minimize extensive repair and downtime. The Contractor shall develop a systematic method of determining when equipment is no longer economically feasible to repair and shall identify replacement and repair cost options. Replacement of the equipment is the responsibility of the Government.

d. Schedule - When repair calls are received, the Contractor shall repair or contact the manufacturer and/or vendor the same day for service. The Contractor shall ensure that service contracts are renewed on time. Monthly reports shall be delivered to the TR by the first week of the month and the annual report shall be provided to the TR within 30 days of the end of the fiscal year.

e. Documentation - The Contractor shall maintain up-to-date repair records for each piece of equipment. A database shall be maintained by the Contractor that contains the invoice date, service provider, invoice number and invoice amount. Files that contain NASA tag numbers, manufacturer, model number and problems shall also be maintained. At the beginning of the fiscal year, a copy of each of the maintenance contracts, if used, shall be provided to the TR.

3.2.3 Government Printing Office (GPO) Support

a. General requirements - The Contractor shall comply with the general requirements specified in 3.2.1.a.

b. Description of work - The Contractor shall support the IPMO in the performance of various tasks. The Contractor shall prepare and send out print orders for GPO printing. Tasks include filling out the required forms, assuring source information is suitable, itemizing quantities and dates, and routing appropriately.

The Contractor shall also verify appropriate charges are being received and verify those charges with the Employee and Commercial Payments Branch of the Financial Management Division

(FMD).

- c. Quality standards - The Contractor shall perform all tasks accurately.
- d. Schedule - The Contractor shall meet all customer due dates.
- e. Documentation - The Contractor shall maintain an up-to-date database of GPO printing orders. A hard copy of GPO print orders files shall be maintained by program and by year for a minimum of three prior years.

3.2.4 Copier Management

- a. General requirements - The Contractor shall comply with the general requirements specified in 3.2.1.a.
- b. Description of work - The Contractor shall provide support to the Printing Management Officer in the management of over one hundred copier units located throughout the Center. The Contractor shall assure appropriate volume band copier units are positioned with features to meet the requirements of service locations and continually monitor and adjust machine placement to assure economical placement while meeting customer requirements.

The Contractor shall review billings from copier vendors, capture data, address discrepancies, and prepare paperwork Supplies or Services Receipt, NASA Form 198, for payment.

- c. Quality standards - The Contractor shall perform all work accurately.
- d. Schedule - Readings of all machines shall be taken on a monthly basis.
- e. Documentation - The Contractor shall maintain a database of copier units with information regarding the location of the unit, the number of copies made on each machine on a monthly basis, and other pertinent information required to prepare statistical reports

(End of Task 3.0)